State of Montana Information Technology Managers Council

Council Meeting Minutes
March 2, 2016
8:30 a.m.
State Capitol - Room 137

Members Present:

Tim Bottenfield, DOR – Chairperson	Stacy Ripple, SF
Ronald Baldwin, CIO/SITSD	Rennan Rieke, MHS
Joe Chapman, DOJ	Mark Van Alstyne, SOS
Mike Bousliman, MDT	⌁ Kyle Belcher, OPD
John Daugherty, COR	⌁ Kristin Burgoyne, MAC
Dan Forbes, DPHHS	⌁ Dan Chelini, DEQ
Kreh Germaine, DNRC	⌁ Mandi Hinman, PSC
James Gietzen, OPI	⌁ Matt Jackson, GOV
Dale Gow, LEG	⌁ Jerry Kozak, BCC
Cheryl Grey, DOA	⌁ Edwina Morrison, OCHE
Larry Krause, DOC	⌁ James Newhall, DOL
Lisa Mader, JUD	⌁ Angie Riley, MPERA
Kim Moog, DLI	⌁ Dustin Temple, FWP

Staff Present:

Jennifer Schofield
Tim Wunderwald
Noah Horan

Guests Present:

David Zhang, Dustin Ostberg, Veronica Lamka, Kristin Whittlesey, Adam Kopczyk, Andrew Wright, Tom Stasko, Tammy Stuart, Jerry Marks, Carol Schopfer, Joji Gutierrez, Joe Frohlich, Dave Carlson, Lynne Pizzini, Audrey Hinman, Penne Cross, Jenifer Alger, Luke Buckland, Roland Sanders, Bret Collard, Brad Vasel, Maryann Costello, Randy Haefka, Scott Carrouger, Cheryl Pesta, Kris Harrison, Justin Porter, Bryan Shaw and Steve Bunos

⌁ Real-time Communication:

Nate LeGrand, Tim Kosena, Jerry Steinmetz, Michael Jares, Eric Tarr, Tammy Peterson, Mike Allen, Lisa Vasa, Cindy Peterson, Dave Danicich, Dawn Temple, Wes Old Coyote, Edward Sivils, Tyler Weingartner, Steve Larsen, David Dunbar, Erika Billiet, Dave Nagel, Peter Wiseman, Amy Dominick, Judy Kelly, Darrin McLean, Anne Kane, Sue Leferink, Jessica Plunkett, Manuel Soto, Irvin Vavruska, Maura Gruber, Sandy Smith, Jody Troupe, Dave Johnson, Chris Gleason, Miranda Keaster, Tom Marino, Kim Warren, Becki Kolenberg and Dale Stout

Welcome and Introductions

Tim Bottenfield welcomed the council to the March 3, 2016 ITB meeting. All members and guests were introduced.

Minutes

The council reviewed and approved the February 3, 2016 Minutes.

State CIO Update, Ron Baldwin

Oracle Unlimited License Agreement

The license agreement has been signed. There is a companion agreement for cloud services. If there are any questions about the ULA, please feel free to direct them to Ron (rbaldwin@mt.gov). The license agreement runs over a term of 36 months. Users are allowed to certify all products on the list for all agencies. After 36 months, all installed products will be certified. Ron thanks the budget director for his help in getting this program off the ground. The state saved approximately $1.5 million through this program. Oracle will be providing $330,000 of maintenance a year in perpetuity.

   Q: Mike Bousliman asked if users are free to work with Oracle on other products.
   A: Ron said yes in regards to unlimited licensing, and the agreement is posted on the MINE site.

2016 State Strategic Information Technology Plan

The plan was published and posted on the IT Plans website on March 1, 2016.

HB 10

Ron asked if there were any requests for content to pursue in regards to HB 10. He instructed council members to be thinking about it.

Volume 10

At the Legislative Finance Committee, Ron will be presenting the format and template for Volume 10. It will contain IT spending for all agencies. Each agency will have their own page. Present law adjustments, new proposals and HB 10 requests will be included. Volume 10 is intended for illustrating expenses, it is not an appropriation volume.

  Comment: Cheryl Grey added that Amy Sassano is working on the information.

  Q: Mike Bousliman asked if only FY 2016 data will be included in Volume 10. He also wanted to know what would appear in the third column on the first page.

  A: Cheryl: Yes, only FY 2016 data will be included in Volume 10.

  A: Ron: The third column will show shared investment total project cost.

  Q: Mike inquired whether that would show up as an SITSD expenditure.

  A: Cheryl said that there will be a hierarchy to determine where the expenditure is catalogued. Expenses will not be counted twice.

  Q: Mike asked how the contents of column B will be determined. He asked if it will be a sum total of what each agency was budgeted.

  A: Cheryl: It will be designated by subclass value.

  Q: Mike asked if there is a consistent message to bring back to his agency, and stressed the need for everyone to be on the same page.

A: Ron: The goal of Volume 10 was to accumulate all IT spending in one volume.

Ron believes the legislature is going to want to know how we are coordinating ourselves across state government, and he expects that the IT divisions within individual agencies will receive similar questions.

  Q: Larry Krause: Can we expect some direction on how to prepare the information?

  A: Cheryl Grey: Yes, through SABHRS, and it will be available within the month.

  Q: Tim Bottenfield asked whether the prepared information will have to be in a magazine-style format, like the State Strategic Information Technology Plan, or more as a simple handout.

  A: Ron: The handout style will suffice.

Business

MT-ISAC Update, Joe Frohlich

Joe explained that Kurt Norman from Office Public Instruction (OPI) gave a good overview of OPI's security plan, which was developed for the staff and shows how OPI complies with state and federal standards. It is hosted on the MT-ISAC website.

MT-ISAC approved the workgroup suggestions for the Governor's Dashboard. It will be displayed within the Governor's Office, and all details are available for viewing on the MT-ISAC website. The Device Hardening Strategy was approved, and Joe asked council members to please review the strategy (which is available on the MT-ISAC website). There is a workgroup for implementation, and the workgroup is looking for technical individuals to join. The first meeting is yet to be announced. Dawn Temple with Department of Justice ITSD is chairing. The Best Practices workgroup has identified a list of best practices for agencies to follow. MT-ISAC is reviewing the list. Joe asked that ITMC also review it. The next MT-ISAC meeting will be on March 17, 2016 at the DEQ building, room 111.

  Q: Mike Bousliman asked if the Device Hardening Strategy is a policy.

  A: Lynne Pizzini: The Security Advisory Council had the idea of having a team that would assist agencies to develop best practices. The intent is to include them in policy appendix C and make them requirements. Through HB 10, we have the funds to hire contracted services to this end, if necessary. Lynne mentioned that she knows agency resources are limited. As we develop best practices, we will be working with each agency to complete implementation. Agencies have three to five years to implement. There will be a self-evaluation each year.

Data Classification Policy, Lynne Pizzini

The policy has been approved and is available on the MOM site, as well as ITMC site.

Microsoft True-Up Update, Linda Kirkland

Linda explained that the project is broken down into two phases. SITSD staff has been working with various agencies. SHI will submit the billing to SITSD for the enterprise products. The expiration date is May 31, 2017. There will be a link

to the Microsoft Assessment and Planning tool, which will help determine license numbers. Agencies will work with SHI regarding cost. Agencies must true-up the licensing costs.

Jerry Marks mentioned that Office 2016 is available on the portal.

Access Control Verification Update, Jerry Marks and Tammy Stuart
Jerry: The project consists of two teams, a governance team and a technical team. The governance team has made the following decisions:
   1. SABHRS HR is the "gold source" of data.
   2. Going forward, agencies are not going to assign contractor IDs. Every agency will have their own C numbers, and the C number does not have to specify whether that employee is a contractor or not.
   3. Every state employee will need an active directory account, whether contractor or not.
   4. The automated disable time for exiting employees is 11:59 on their last day, which prevents abuse and unwanted reentry.
   5. The system will use C#s instead of employee IDs.
   6. All human AD accounts must have a corresponding identity in SABHRS.
   7. Finally, to meet agency specific requirements, an employee working for more than one agency will have a separate account for each agency.

Tammy explained the FIM project document which can be found on the ITMC website. She presented a screenshot of the project timeline, which can be viewed real-time at https://ent-sp1.mt.gov/sites/pmo/projects/acvproject. Governance team decisions will be added there. There is also a list of ACV/FIM links, which are pertinent to the project. State HR has created a wealth of information which will help individual agency HR divisions deal with employees and their status. Scheduling is subject to change. Ten agencies are somewhere in the process, and three have completed it. Most stumbling blocks have been eliminated, and Tammy anticipates a smooth process for the remaining agencies. There are two outstanding issues, both of which have a solution awaiting integration. The first is an issue handling employees who transfer between agencies, and the second is in regards to how the system handles employees when they pass away. Tammy encouraged council members to get in touch and schedule their time to get started. Every agency must be functional in FIM by the end of 2016.

Tim Bottenfield has staff available to meet with other agencies to give their perspective on the project, as DOR was one of the first successful agencies to go through the process.

Ron Baldwin pointed out that C numbers are presently embedded into the system. He would like to see hard reliance on C numbers potentially removed in the future.
  Comment: Cheryl Grey pointed out that all SABHRS apps are heavily reliant on C numbers. We are currently on PeopleSoft 9.2. There are no major upgrades after that, but there is a perpetual maintenance strategy.
  Comment: Jerry: We've done a few things to increase the life of C numbers.
  Q: Mike Bousliman asked what Tim Bottenfield thought was the biggest challenge for DOR regarding the project.
  A: Tim: One struggle was working with the contractors. There are contractors that work in two different agencies. It took time to figure out the best methodology.
Jerry Marks stressed the need for data cleanup, as the databases don't completely match SABHRS. SABHRS must be up to date. He suggested that contractors could use their birthdate for a unique identifying key.

John Daugherty explained that the Department of Corrections is in the early stages of the process, and that at DOC, payroll is separate from HR.

eMACS Update, Brad Sanders
Brad provided background on the state's enterprise e-procurement system. There are four modules: a vendor portal, which includes names, addresses, and banking information for vendors; a sourcing module for issuing proposals; the contract management module, which is a contract repository; and finally, the Montana e-market center, which is an online portal for shopping. Agency demonstrations were held in August and December of 2015. The effort to implement the contract management portal has been postponed due to difficulties. The new e-market will roll out in May 2016, and will replace the existing portal. Contract management rollout will begin around August 2016.
  Q: Ron Baldwin: Does the contracting phase include conversion of existing contracts?
  A: Brad: Yes, migrating existing contracts is possible.

Agency Phone Discussion, Tim Bottenfield
Tim began by stating that this topic is meant to be a general discussion. He pointed out that, in his view, most people who have a mobile phone do not need a desk phone. He stated that there is no standard plan or procedure for handling mobile phones in the Department of Revenue (DOR). ~~Seven~~ Several DOR employees do not use desk phones.

Larry Krause: In terms of HB 10 long-range items, we should keep this concept in mind. It could really save money.
James Gietzen: OPI is not quite ready for mobile phones, and is looking for flexibility.
John Daugherty: Most Probation and Parole officers don't need a desk phone.
Jerry Marks: This ties in perfectly with the enterprise MDM (Mobile Data Management) solution. If the phones are being used for public work, there should be a passcode on the phone. The MDM solution can help protect the phone.
Tim Bottenfield: In the workforce, there is a viewpoint that mobile phones are for employees who are out traveling, or otherwise spend significant time away from their desk. However, the younger generation already uses mobile phones as their single device. Tim has eighteen to twenty developers that ~~do~~ may not need a desk phone, and could easily get by with mobile. Some agencies are actually using stipends to allow employees to use their own mobile device, which is a savings win-win for everyone.
   Q: Kreh Germaine: Can MDM differentiate between state calls and personal calls?
   A: Jerry Marks: Absolutely.

Tim Bottenfield: I believe that my~~My~~ state phone number costs $7 a month. Combining that with an employee's personal mobile is a significant avenue for savings for both the state and the employee.

Kris Harrison approached the podium to explain that he is in charge of voice services, which is shifting dramatically and working towards enabling a mobile workforce. Voice services is seeking funding through HB 10. He stressed the advantages of device consolidation, VOIP enabled handsets and MDM security.

Action Item: Jerry Marks: We are extending the date on sun setting ActiveSync. It will now be July 1, 2016. ActiveSync is not going away, but we are restricting access through the email gateway server.

Budget Update, Jenifer Alger
Jenifer provided an update on the FTM (Financial Transparency Model) process. Service provider projections are still being loaded and will be done by the end of the week. The preliminary rates will be loaded back into application and released back by mid to late next week. Step by step detailed instructions will be available. Training room 13-B in the Mitchell Building will be blocked out for two weeks for a 15 to 30 minute training. After the 2018 projections are completed, they will copy 2018 and do projections for 2019. Rates are not due to the budget office until July 2016.

Enterprise Content Management Funding Proposal Update, Ron Baldwin
The Enterprise IT Financial Workgroup met on the proposal for funding Enterprise Content Management (ECM). The workgroup reached a conclusion that people were unhappy with having a portion of the cost incorporated into the enterprise rate. Ron stressed the importance of moving forward. Ron has directed Audrey Hinman to use the standard current model for cost recovery for ECM. The Enterprise IT financial Workgroup is working out well. Ron sees it as an important group with good participation. However, many people are associated with the group, so it is rather hard to contain conversations and come to decisions. A discussion about that group must take place and Ron suggested having the workgroup more directly attached to ITMC.

Tim Bottenfield agreed that the group should report to ITMC. ITMC will take recommendations from agencies regarding how many people should be involved and what the proper mix of IT and financial people would be. Tim stressed that if anyone is interested they should let him or Jennifer Schofield know via email. During the next ITMC meeting, the council will vote on the members.
   Comment: Kreh Germaine: One of the values of the group was the financial folks' involvement. Though the meetings are difficult to control, bringing it down to a smaller group may mean sacrificing unique perspectives.

Tim Bottenfield suggested an idea to create the workgroup, the members of which can facilitate meetings with a larger group for diversity of perspective. The workgroup will come back to ITMC to report.

Kim Moog clarified that it will be a purely advisory group, and that ITMC will then decide. She pointed out that adding this additional layer might sacrifice speed and efficiency. She mentioned that the workgroup needs a more formalized structure.
   Q: Joe Chapman: Will there be a formal governance structure?

A: Ron Baldwin: Yes, it will be put together.

A: Tim Bottenfield: Formal creation of the workgroup will take place next month.

Comment: Kim Moog: The financial group was supposed to have input into rate development.

Response: Ron Baldwin: The group must consider that. The IT perspective and the financial perspective should be represented in that workgroup. Volunteers should be considered accordingly.

Q: Kim asked whether Tim had a size in mind.

A: Tim suggested maybe seven individuals.

A: Ron: Not to exceed ten or twelve. The total will be considered after we get volunteers.

A: Tim: Email me or Jennifer Schofield within the next two weeks with volunteers or suggestions.

Workgroup Reports

eGov Procurement Workgroup, Mike Bousliman

Action Item: Ron Baldwin is working with Tammy Stuart and will be posting something to the forum this week.

Asset Management and Inventory Workgroup, Carol Schopfer

The group met for the first time last week. The formal scope for the working group has been agreed upon. High level requirements for enterprise inventory and asset management solutions were also agreed upon. One or multiple solutions will be recommended to ITMC by June, 2016. The system is able to integrate with multiple other systems including SABHRS. The workgroup was rather surprised by the wide variety of systems already in place at various different agencies. The group will meet bi-weekly. Anyone who wants to participate should feel free to email Carol (cschopfer@mt.gov).

Adjournment

Next Meeting

Wednesday, April 6, 2016, State Capitol, Room 137

Member Forum

None.

Public Comment

None.

Calendar Review

Tim Bottenfield pointed out that important dates will now appear on the reverse side of all future agendas.

Adjourn

The meeting adjourned at 10:30 a.m.

Revised March 8, 2016